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| |  | | --- | |  | | **Revenues and Benefits Officer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Revenues & Benefits Officer  **Service Area:** Revenues & Benefits  **Directorate:** Corporate and Support Services  **Team:** Social Care Finance | Salary Grade: Scale 4 |
| **Post Reports to:** Senior Officer (Revenues & Benefits)  **Post Responsible for:** No supervisory responsibility | |
| **Main Purpose of the Job:**  To maintain Revenues and Benefits systems to provide an effective service.  To assess entitlement to benefits and the contributions for care services.  To assess liability to pay Council Tax and Business Rates | |
| **Summary of responsibilities and key areas:**  1.To have a detailed knowledge of the regulations required to deliver Revenues and Benefits services.  2. To manage and maintain customer records.  3. To deliver billing, recovery, assessment and Client Support functions. | |
| **Job activities:**  1. Customer Services  • To respond in a positive manner to enquiries from customer contact, by phone, letter, email, or in person.  • Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.  • To identify problems, generate solutions handle difficult or potentially aggressive situations appropriately.  • To be proactive in making direct contact with customers to discuss:  - Payment and recovery on accounts  - Applications and assessment for help with Support, Benefits, Discounts and Exemptions.  • To take telephone payments.    2.Technical Knowledge  • To request, collate, check and verify all relevant information necessary to manage Revenue and Benefit Services.  • To attend Court to provide support with recovery proceedings.  • To identify potentially fraudulent information and refer for appropriate action.  3. Manage Customer records  • Maintenance of customer databases.  • Changing liability in response to changes in address  • Assessment of discounts, exemptions and benefits.  • Processing refunds and write-offs.  • Taking recovery action when account not paid.  • Maintenance of Revenues and Benefits Databases.  • Interrogation and updating of Customer records.  • To apply a practical knowledge of Regulations and ICT Systems and Procedures to administer Revenues and Benefits services.  • To create and action a range of system reports.  • Analysis of statistical data and reporting.  • To report errors where identified.  • To provide advice and support on technical /legislative matters to colleagues.  4. Liaison  • To consult with other Council sections and outside agencies, maintain good communications and ensure prompt and efficient passage of information.  5. General  • To ensure all actions comply with Data Protection Act.  • To actively participate in reviewing working procedures and make recommendations for improvements and assist in the implementation of improvements.  • To attend and contribute in a positive manner at appropriate meetings  • To adhere to Corporate policies and procedures where relevant  • To assist in the support and development of other staff  • To report errors where identified. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working flexibly across teams. | Essential |
| Experience of analysing data and information to inform solutions. | Essential |
| Experience of working in a local government, or similar customer focused environments. | Essential |
| Previous experience of Social Care Charging Financial Assessment work. | Desirable |
| Effective organisational skills. | Essential |
| Analytical skills with the ability to interpret information and identify inaccuracies. | Essential |
| Effective oral, written and presentational communication skills. | Essential |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment. | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |